
lindsay blackwell

I research ways to detect, prevent, and sanction online harassment and hate speech using a variety of methods, including semi-structured interviews, surveys, and participatory design. I'm particularly interested in the design of more equitable content detection algorithms, as well as how content moderation ecosystems can better support people who are vulnerable to online harm.

In my current role at Twitter, I am the lead researcher for our Content Health teams, where I conduct foundational research related to detecting, preventing, and sanctioning harmful speech. As a social scientist on a back-end engineering team, my primary role is to guide team strategy with subject matter expertise and to represent the voice of our most vulnerable users. I work closely with our Policy and Operations teams on improving our enforcement protocols and processes, and I work alongside data scientists to assess issues of bias, fairness, and severity in how we detect and evaluate harmful content. I also support our machine learning engineers by developing research-based taxonomies to generate rich training sets for supervised learning models.

I am in the final semester of my PhD at the University of Michigan School of Information. My dissertation investigates ways to improve online moderation tools and practices using theories of criminal justice.

Employment

2021 – pres.	Senior User Researcher, Content Health <i>Twitter</i>
2019 – 2020	UX Researcher, Community Integrity <i>Facebook</i>
2018 – 2019	Researcher I <i>PRO Unlimited at Oculus</i>
2017 – 2018	UX Researcher I <i>PRO Unlimited at Facebook</i>
2014 – 2018	Research Assistant <i>University of Michigan</i>
2012 – 2014	Assistant Director of Social Media <i>Fluency Media</i>

Education

2014 – 2022 (expected)	PhD Candidate, Information <i>University of Michigan School of Information</i>
2007 – 2010	BA, English and Linguistics with High Honors <i>University of Michigan</i>

Affiliations

2018 – pres. Research Advisor
 Online SOS

PUBLICATIONS

Journal articles (peer-reviewed)

Schoenebeck, S. and **Blackwell, L.** (2021). Reimagining Social Media Governance: Harm, Accountability, and Repair. *Yale Journal of Law and Technology*, 23, Justice Collaboratory Special Issue 1.

Blackwell, L., Ellison, N., Elliott-Deflo, N., & Schwartz, R. (2019). Harassment in social virtual reality: Challenges for platform governance. *Proc. ACM Hum.-Comput. Interact.*, Vol. 3, No. CSCW, Article 100 (November 2019).

Blackwell, L., Dimond, J., Schoenebeck, S., and Lampe, C. (2017). Classification and Its Consequences for Online Harassment: Design Insights from HeartMob. *Proc. ACM Hum.-Comput. Interact.*, Vol. 1, No. 2, Article 24 (November 2017).

Ellison, N., **Blackwell, L.**, Lampe, C., and Trieu, P. (2016). “‘The question exists, but you don’t exist with it’: Strategic anonymity in the social lives of adolescents.” *Social Media + Society*, 2(4), 2056305116670673.

Conference proceedings (peer-reviewed)

Rubin, J. D., **Blackwell, L.**, & Conley, T. D. (2020). “Fragile Masculinity: Men, Gender, and Online Harassment.” In *Proceedings of the 2020 CHI Conference on Human Factors in Computing Systems* (CHI ’20). April 25-30, 2020.

Redmiles, E.M., Bodford, J., and **Blackwell, L.** (2019). “‘I just want to feel safe’: A Diary Study of Safety Perceptions on Social Media.” In *Proceedings of the Thirteenth International Conference on Web and Social Media* (ICWSM ’19). Munich, Germany. June 11-14, 2019.

Blackwell, L., Chen, T., Schoenebeck, S., and Lampe, C. (2018). “When Online Harassment is Perceived as Justified.” In *Proceedings of the Twelfth International Conference on Web and Social Media* (ICWSM ’18). Stanford, CA. June 25-28, 2018. (16% acceptance rate.)

Blackwell, L., Hardy, J., Ammari, A., Veinot, T., Lampe, C., and Schoenebeck, S. (2016). “LGBT Parents and Social Media: Advocacy, Privacy, and Disclosure during Shifting Social Movements.” In *Proceedings of the 34th Annual ACM Conference on Human Factors in Computing Systems* (CHI ’16). San Jose, CA. May 7-12, 2016. (23% acceptance rate.) **Best Paper Honorable Mention.**

Blackwell, L., Gardiner, E., and Schoenebeck, S. (2016). “Managing Expectations: Technology Tensions among Parents and Teens.” In *Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing* (CSCW ’16). San Francisco, CA. Feb 27-Mar 2, 2016. (25% acceptance rate.)

Schoenebeck, S., Ellison, N., **Blackwell, L.**, Bayer, J., and Falk, E. (2016). “Playful Backstalking and Serious Impression Management: How Young Adults Reflect on their Past Identities on Facebook.” In *Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing* (CSCW ’16). San Francisco, CA. Feb 27-Mar 2, 2016. (25% acceptance rate.)

Book chapters

Vickery, J. R., Everbach, T., **Blackwell, L.**, Franks, M. A., Friedman, B., Gibbons, S., Gillespie, T., and Massanari, A. (2018). "Conclusion: What Can We Do About Mediated Misogyny?." In *Mediating Misogyny*, pp. 389-412. Palgrave Macmillan, Cham.

White papers

Marwick, A., **Blackwell, L.**, & Lo, K. (2016). *Best Practices for Conducting Risky Research and Protecting Yourself from Online Harassment* (Data & Society Guide). New York: Data & Society Research Institute.

Conference presentations (lightly reviewed)

Blackwell, L. "What Makes a Bad Actor? Online Harassment and Redress." Presented at All Things in Moderation: The People, Practices and Politics of Online Content Review—Human and Machine (ATM '17). Los Angeles, CA. Dec 6-7, 2017.

Blackwell, L., Ashktorab, Z., Lo, K., and Lee, E. "Understanding Online Harassment: Definitions, Ethics, and Prevention." Presented at the 2016 Grace Hopper Celebration of Women in Computing (GHC '16). Houston, TX. Oct 19-21, 2016. (18% acceptance rate.)

Ellison, N., **Blackwell, L.**, Trieu, P., Lampe, C., and Morioka, T. "Anonymous Online Interaction and its Benefits for Adolescents." Presented at the 2016 Conference of the International Communication Association (ICA '16). Fukuoka, Japan. June 9-13, 2016. (46% acceptance rate.)

Posters

Blackwell, L., Ellison, N., Elliott-Deflo, N., & Schwartz, R. (2019, March). Harassment in social VR: Implications for design. Presented at the 2019 IEEE Conference on Virtual Reality and 3D User Interfaces (IEEEVR 2019). Osaka, Japan. Mar 23-27, 2019.

Blackwell, L. "Understanding People Who Engage In Online Harassment." Presented at the Facebook User Experience Research Summit (UsERS '17). Menlo Park, CA. Aug 8-9, 2017.

Blackwell, L. "Designing Civil Futures: Online Harassment Interventions Influenced by Theories of Justice." Presented at the 2017 Human Computer Interaction Consortium (HCIC '17). Watsonville, CA. June 25-27.

Organized workshops

Gilbert, S. A., Fiesler, C., **Blackwell, L.**, Devito, M. A., Dye, M., Goddard, S., Gray, K., Nemer, D., and Smith, C.E. (2020). "Public Scholarship and CSCW: Trials and Twitterations." Accepted workshop at CSCW 2020.

Chancellor, S., Andalibi, N., **Blackwell, L.**, Nemer, D., and Moncur, W. (2019). "Sensitive Research, Practice and Design in HCI." Workshop at CHI 2019. Glasgow, UK. May 5, 2019.

Blackwell, L., Handel, M., Roberts, S. T., Bruckman, A., and Voll, K. (2018). "Understanding 'Bad Actors' Online." Workshop at CHI 2017. Montreal, Canada. Apr 21, 2018.

Workshop papers

Blackwell, L. (2018). "Ethics of Industry Collaboration." In workshop: Exploring Ethical Trade-Offs in Social Media Research (ICWSM '18). Stanford, CA. June 25, 2018.

Blackwell, L. (2017). "Understanding Online Harassment: Interventions Influenced by Theories of Justice." In workshop: Conceptualizing, Creating, & Controlling Constructive and Controversial Comments: A CSCW Research-athon (CSCW '17). Portland, OR. Feb 26, 2017.

Invited panelist

Dimond, R., Pincus, J., McLemore, M., Valdez-Ward, E., and **Blackwell, L.** "How to Counter Intersectional Biases in Social Media." Presented at AAAS '20. Seattle, WA. February 13-16, 2020.

Lenhart, A., Marwick, A., Milner, R., Phillips, W., **Blackwell, L.**, & Miltner, K. "Malicious Scripts: Investigating Online Harassment and Networked Abuse." Presented at ICA '17. San Diego, CA. May 25-29, 2017. (45% acceptance rate.)

TEACHING

Courses

Winter 2018	Graduate Student Instructor , SI 529: Online Communities, University of Michigan (14 students). Primary Instructor: Dr. Sarita Schoenebeck.
Winter 2017	Graduate Student Instructor , SI 110: Introduction to Information, University of Michigan (47 students). Primary Instructor: Dr. Cliff Lampe.
Fall 2016	Graduate Student Instructor , SI 110: Introduction to Information, University of Michigan (31 students). Primary Instructor: Dr. Mark Newman.
Winter 2016	Graduate Student Instructor , SI 429: Online Communities, University of Michigan (23 students). Primary Instructor: Dr. Nicole Ellison.
Winter 2016	Graduate Student Instructor , SI 529: Online Communities, University of Michigan (29 students). Primary Instructor: Dr. Cliff Lampe.
Fall 2015	Graduate Student Instructor , SI 110: Introduction to Information, University of Michigan (52 students). Primary Instructor: Dr. Mark Newman.

Guest lectures

Winter 2022	Conducting research at Twitter . CSE 481: Capstone Software Design, University of Washington. Dr. Amy Xian Zhang.
Fall 2021	Conducting research at Twitter . SI 429: Online Communities, University of Michigan. Dr. Nicole Ellison.
Spring 2021	Conducting research at Twitter . SI 682: Advanced User Research in the Field, University of Michigan. Dr. Cliff Lampe.

- Winter 2020 **Conducting research at Facebook.** SI 110: Introduction to Information, University of Michigan. Dr. Cliff Lampe.
- Winter 2019 **Conducting research at Facebook.** INFO498: Designing for Evil, University of Washington. Dr. Alexis Hiniker.
- Fall 2018 **Online Content Moderation.** Law 741: Battling Extremist Group Violence through Social Media, University of Michigan. Dr. Cliff Lampe and Monica Hakimi, Esq.
- Winter 2018 **Emerging Topics in Online Harassment.** SI 529: Online Communities, University of Michigan. Dr. Sarita Schoenebeck.
- Winter 2018 **Social Media and Social Justice.** T7103: Advocacy in Social Work Practice, Columbia University. Dr. Desmond Patton.
- Winter 2018 **Design Insights from HeartMob.** INST466: Technology, Culture, and Society, University of Maryland. Dr. Jessica Vitak.
- Winter 2018 **Community Moderation.** SI 529: Online Communities, University of Michigan. Dr. Sarita Schoenebeck.
- Winter 2017 **Anonymity and Bad Behavior.** SI 110: Introduction to Information, University of Michigan. Instructor: Dr. Cliff Lampe.
- Winter 2017 **Deviance, Shaming, and Harassment.** SI 529: Online Communities, University of Michigan. Instructor: Dr. Sarita Schoenebeck.
- Fall 2016 **Anonymity and Bad Behavior.** SI 110: Introduction to Information, University of Michigan. Instructor: Dr. Mark Newman.
- Winter 2016 **Cause-based Communities.** SI 429: Online Communities, University of Michigan. Instructor: Dr. Nicole Ellison.
- Winter 2016 **Technology Tensions Among Parents and Teens.** SI 110: Introduction to Information, University of Michigan. Instructor: Dr. Cliff Lampe.
- Fall 2015 **Anonymity and Bad Behavior.** SI 110: Introduction to Information, University of Michigan. Instructor: Dr. Mark Newman.
- Spring 2012 **Social Media Marketing Careers.** LIS 4380: Social Media Management, Florida State University. Instructor: Dr. Ebrahim Randeree.
- Fall 2012 **Social Media for Nonprofit Organizations.** SWC 200: New Media for Nonprofits, University of Michigan. Instructor: Dr. Christine Modey.
- Fall 2011 **Social Media for Nonprofit Organizations.** SWC 200: New Media for Nonprofits, University of Michigan. Instructor: Dr. Christine Modey.
- Fall 2011 **Professional Social Media Use.** English 229: Professional Writing, University of Michigan. Instructor: Dr. Ben Gunsberg.

INVITED TALKS

Winter 2020	Hate and the Internet. Humanities Washington.
Fall 2018	Social Norms and Behavior Change. Dangerous Speech Project.
Fall 2018	Emerging Topics in Online Harassment Research. Twitter.
Spring 2018	Emerging Topics in Online Harassment Research. Instagram.
Winter 2018	When Online Harassment is Perceived as Justified. Michigan Interactive and Social Computing.
Winter 2018	Classification and Its Consequences for Online Harassment: Design Insights from HeartMob. Information Analysis and Retrieval (IAR) Seminar Series, University of Michigan.
Winter 2018	Classification and Its Consequences for Online Harassment: Design Insights from HeartMob. CivilServant Community Research Summit.
Winter 2018	Interdisciplinary Social Media Research. Undergraduate Research Opportunity Program, University of Michigan.
Fall 2017	Security and Privacy in Online Scholarship. Michigan State University Digital Humanities.
Fall 2017	When Online Harassment is Perceived as Justified. Nerd Nite Ann Arbor.
Spring 2017	Social Media Behavior and Societal Impact. Library Camp 2017, Ann Arbor District Library. <i>Keynote.</i>
Winter 2016	Trolls, Trouble, and Telling the Difference. Nerd Nite Ann Arbor.
Winter 2016	LGBT Parents and Social Media. Michigan Interactive and Social Computing, University of Michigan.
Fall 2015	Everybody Trolls Sometimes. Ignite Ann Arbor.
Spring 2014	Why Online Communities Matter. TEDxWilmingtonUniversity.

SERVICE

2021	Reviewer, 24th Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '21).
2020	Conference Organizing Committee, 23rd Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '20). <i>Communication and Outreach Co-chair</i>
2020	Reviewer, 23rd Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '20).
2019	Conference Organizing Committee, 22nd Annual ACM Conference on

- Computer-Supported Cooperative Work and Social Computing (CSCW '19).
Communication and Outreach Co-chair
- 2019 **Reviewer**, Human-Computer Interaction.
- 2015 – 2018 **Information Technology Council**, University of Michigan.
Graduate Student Representative
- 2018 **Reviewer**, 37th Annual ACM Conference on Human Factors in Computing Systems (CHI '19).
- 2018 **Reviewer**, 21st Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '18).
- 2018 **Reviewer**, Human-Computer Interaction.
- 2018 **Reviewer**, ACM Transactions on Computer-Human Interaction (TOCHI).
- 2018 **Reviewer**, ACM Conference on Designing Information Systems (DIS '18).
- 2018 **Reviewer**, 68th International Communication Association Annual Conference (ICA '18).
- 2017 **Reviewer**, 36th Annual ACM Conference on Human Factors in Computing Systems (CHI '18).
- 2017 **Reviewer**, ACM Transactions on Computer-Human Interaction (TOCHI).
- 2017 **Reviewer**, Journal of Social and Personal Relationships.
- 2017 **Reviewer**, ACM Conference on Designing Information Systems (DIS '17).
- 2016 – 2017 **Peer Mentor**, University of Michigan School of Information.
- 2015 – 2017 **Conference Organizing Committee**, 35th Annual ACM Conference on Human Factors in Computing Systems (CHI '17).
Assistant to the Chairs
- 2016 **Reviewer**, 67th International Communication Association Annual Conference (ICA '17).
- 2016 **Reviewer**, 35th Annual ACM Conference on Human Factors in Computing Systems (CHI '17).
- 2016 **Student Volunteer**, 34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16).
- 2015 – 2016 **Webmaster**, University of Michigan Social Media Research Lab.
- 2015 – 2016 **Doctoral Executive Committee**, University of Michigan School of Information.
- 2015 – 2016 **Rackham Graduate Student Government**, University of Michigan.
*Representative, Social and Behavioral Sciences
Chair, Academic Affairs Committee*
- 2015 **Reviewer**, 34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16).

HONORS

Academic honors

- 2019 **Gender and Diversity in Information Award**, University of Michigan School of Information.
- 2017 **Outstanding Graduate Student Instructor of the Year**, University of Michigan School of Information.
- 2017 **Finalist**, Facebook Fellowship.
- 2016 **Special Recognition for Excellent Review**, 34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16).
- 2016 **Best Paper Honorable Mention**, 34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16).
- 2010 **High Honors**, University of Michigan Linguistics Department Senior research thesis. "Changing the Possibilities: Narrative Discourse and Conversational Strategies in Instant Messaging." Advised by Dr. Anne Curzan and Dr. Robin Queen.

Professional honors

- 2014 **Platinum Award**, MarCom Awards, Best Blog.
- 2014 **Gold Award**, MarCom Awards, Best Educational Video.
- 2014 **Honorable Mention**, MarCom Awards, Best Twitter.
- 2013 **Gold Award**, HSMAI Adrian Awards, Digital Marketing Division.
- 2012 **Presidential Award**, Ann Arbor Symphony Orchestra.
- 2012 **Piggy Bank Award**, American Public Media's Marketplace Money. "For a brilliant social media campaign."

AWARDS

- 2019 **UMSI Doctoral Finishing Grant**, University of Michigan (full funding).
- 2018 **Rackham One-Term Dissertation Fellowship**, University of Michigan (\$10,542).
- 2018 **Rackham Conference Travel Grant**, University of Michigan (full funding).
- 2018 **ICWSM-18 Student Grant Award**, Twelfth International Conference on Web and Social Media (full funding).

- 2018 **UMSI PhD Travel Grant**, University of Michigan (full funding).
- 2017 **Rackham Conference Travel Grant**, University of Michigan (full funding).
- 2017 **UMSI PhD Travel Grant**, University of Michigan (full funding).
- 2016 **Workshop on High Impact Research on Online Harassment and Moderation**, MIT and Jigsaw (full funding).
- 2016 **UMSI Grace Hopper Travel Grant**, University of Michigan (full funding).
- 2016 **ISR-Rackham Summer Training Award**, University of Michigan (\$1,000).
- 2016 **Community of Scholars Fellowship**, Institute for Research on Women and Gender (\$9,000).
- 2016 **UMSI PhD Travel Grant**, University of Michigan (full funding).
- 2015 **Rackham Conference Travel Grant**, University of Michigan (full funding).

MEMBERSHIP

- 2016 – pres. **Association for Computing Machinery**
- 2015 – pres. **Teaching and Technology Workshop**, University of Michigan.
- 2014 – pres. **Social Media Research Lab**, University of Michigan School of Information.
- 2014 – pres. **Living Online Lab**, University of Michigan School of Information.

PRESS

Warzel, C. (2019, August 20). Could Restorative Justice Fix the Internet? *New York Times*.
<http://www.nytimes.com/2019/08/20/opinion/internet-harassment-restorative-justice.html>

Loewinger, M. (2019, August 2). Repairing Justice: How to Fix the Internet. *On The Media*.
<https://www.wnycstudios.org/podcasts/otm/episodes/on-the-media-fix-the-internet>

Posner, L. (2018, January 2). Social media anti-harassment strategies won't stop trolls. *Salon*.
http://salon.com/2018/01/02/social-media-anti-harassment-strategies-wont-stop-trolls_partner

Posner, L. (2017, December 23). Why Twitter and Facebook's Anti-Harassment Strategies Won't Stop the Trolls. *AlterNet*. <http://www.alternet.org/news-amp-politics/facebook-twitter-online-harassment-fails>

Bohannon, L. (2017, December 13). Online justice: social accountability or harassment? *Spartan Newsroom*.
<http://news.jrn.msu.edu/2017/12/online-justice-social-accountability-or-harassment/>

Schorr, M. and Scheff, S. (2017, October 6). How to avoid your 15 minutes of online shame. *Boston Globe*.
<http://www.bostonglobe.com/magazine/2017/10/06/how-avoid-your-minutes-online-shame/b89S82HK6PhpCS3Eomp0yO/story.html>